

Service Disclaimer

If a client cannot be left alone at a destination, or if the passenger must be under constant care or supervision, CityLink may require the client to travel with an attendant.

CityLink is unable to alter or modify procedures or policies in order to provide specialized services to client who need assistance beyond the minimum assistance guidelines.

CityLink is not responsible for clients who cannot be left alone at their destination without care or supervision.

If a CityLink client needing care or supervision is delivered to a destination where a caregiver is not available to assume responsibility, CityLink will transport the client to the CityLink administration office located at 1189 S. 2nd.

It will be the responsibility of the family or caregiver to pick up the client at the CityLink office upon being notified.

CityLink reserves the right to contact Protective and Regulatory Service in cases where appropriate care has not been provided by responsible parties.

Customer Complaint

ADA Paratransit Supervisor
325-676-6318



**Paratransit
Van Service**



1189 S 2nd St.
Abilene, Texas 79602
325-676-6287 Option 2

**What is CityLink ADA Van
Service?**

The Americans with Disabilities Act of 1990 (ADA) is a civil rights bill, which bans discrimination against people with disabilities.

Under the ADA, transit agencies operating a fixed-route system must provide a comparable Paratransit system for people with disabilities who cannot use the fixed-route system. If you have a disability which prevents you from being able to use the regular fixed route bus some or all the time, you may be eligible for CityLink Paratransit Service.

To be certified for the CityLink Para-transit service you will need to submit a completed application. You may obtain an application online at Abilenetx.com/CityLink, or by calling 325-676-6287 option 2, or at the station.

Are Service Animals Allowed?

Yes, Service Animals: “Any guide dog, signal dog, or other animal individually trained to work or perform tasks for an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items.”

**What are the hours and days of
operation?**

Paratransit vans begin pick ups as early as 6:15 a.m. and as late as 5:45 p.m., Monday through Saturday.

Service is provided Monday through Saturday throughout the year, except for City of Abilene announced holidays.

CityLink is closed on: New Year’s Day, Memorial Day, Independence Day, Thanksgiving Day, and Christmas Day.

You may contact CityLink for more information as dates are subject to change. CityLink does not provide service on Sundays.

**What are the Service Areas and
Fares?**

CityLink provides service within the Abilene city limits. There are 2 types of fares for CityLink Para-transit Service.

The ADA Service Area is defined as the area within 3/4 of a mile on either side of a fixed route. The fare for services within the ADA Service Area is \$2.00 per one-way trip.

The Extended Service Area is the area beyond the ADA Service Area but within the Abilene City Limits, outside the 3/4 of a mile on either side of a fixed route. The fare for services beyond the ADA Service Area is \$3.00 per one way trip.
Published fares are subject to change

How do I pay for my trips?

Trips are to be paid when boarding the van. Fares are paid with exact change, a ticket, or a check.

Clients may not board the van or ride until appropriate fare is paid.

Ticket Books may be purchased from your driver or at the station.

In service area books are available 10 tickets for \$20.00 ride books or out of service area books 20 tickets for \$60.00.

How do I schedule a trip on CityLink ADA Paratransit Van Service?

Requests for service can be made from 8:00 a.m. to 4 p.m. by calling CityLink Paratransit at 325-676-6BUS (6287) option 2, Monday through Friday or register with our web portal to schedule your trip at <https://citylink.routematch.com> **no later than 4:00 p.m. the day before service is needed**, but advance reservations are encouraged.

Requests for Saturday rides must be made by Thursday before 4:00 p.m. and Monday rides before 4:00 p.m. on Friday.

When calling or emailing your requests please have the following information ready:

- Name
- Date of trip (s)
- Origination address
- Destination address
- Time due at your destination
- Request time for your return trip
- Whether you will have a PCA or a guest (s)
- Special accommodation information for ADA client

This service is scheduled as shared rides and are subject to availability. Driver may arrive up to 15 minutes before or after scheduled pick-up time. Please be aware that the driver is only obligated to wait 5 minutes after arriving.

Failure to meet the van within 5 minutes of its arrival will result in a No Show.

What should I do if I need to cancel my trip?

Clients will need to call CityLink Paratransit to cancel scheduled trips at 676-6287 option 2.

Cancellations need to be called in 2 hours prior to the scheduled pick up.

Emailed cancellations will not be accepted.

What is the minimum assistance of a CityLink Paratransit Driver?

CityLink drivers provide ADA door to door service. The driver will come to the front door of a residence or pick up location.

- The driver will attempt to notify passengers of arrival by ringing the doorbell or knocking on the door.
- The driver will assist clients in boarding and exiting the van.
- The driver will assist clients to the door of his/her destination.
- The driver assists with wheelchairs up or down approved ramps at origin and/or destination only, Not on steps or stairs.
- The drivers are authorized to make only 1 trip with bags or other items. to the customer's front door. Driver



Utility carts are recommended for your convenience and can be purchased at Walmart, Target or Home Depot.

What are the restrictions?

- Drivers may not provide personal care for individuals who cannot be left unattended.
- Drivers may not provide assistance getting in or out of a wheelchair.
- Drivers may not provide assistance getting ready for the trip.

- Drivers may not provide assistance helping with medication or oxygen.
- Drivers may not enter a clients residence, enter gates or enclosed personal property areas.
- **CityLink vans are not authorized to drive on unpaved roads.**

How are No Shows handled?

No-Shows and Late Cancellations are recorded daily and accumulated each calendar month for the purpose of enforcing the no show policy. CityLink reviews total points assessed during each calendar month and calculates penalties as follows:
6 points in a 30 day period:
Warning Letter
8 points in a 30 day period:
Two (2) week suspension
24 points in a 60 day period:
One (1) month suspension
48 points in a 180 day period:
Three (3) month suspension
Frequent ridership:
No penalties if less than 10% of total trips.

Before sanctions are imposed, the individual has the right to appeal the suspension.

All appeals must be made within 15 days of notification of imposed penalties.
All appeals must be written to the CityLink General Manager for review.
Appeals may be mailed or hand delivered to the CityLink main office.